MITEL NETWORKS

5140 | IP Appliance

USER GUIDE

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Notice to Canadian Customers

This Class B digital apparatus complies with Canadian standard ICES-003.

Notice to U.S. Customers

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interfer-ence by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC Rules.
The handset provided with this equipment is hearing aid compatible.
This equipment is not for connection to the telephone network or public coin phone service. It is only for use when connected to Mitel Networks systems.
Note: Changes or modifications not expressly approved by Mitel Networks Corporation may void the user's right to operate the equipment.

Notice to Customers in EU Countries

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We, Mitel Networks Ltd.

Of, Mitel Networks Business Park, Portskewett, Monmouthshire, NP26 5YR, UK

Declare that for the hereinafter mentioned product the presumption of conformity with the applicable essential requirements of DIRECTIVE 1999/5/EC OF THE EUROPEAN PARLIAMENT (RTTE DIRECTIVE) AND OF THE COUNCIL is given.
Mitel Networks / 5140 IP Appliance
Any unauthorized modification of the product voids this Declaration.
For a copy of the original signed Declaration of Conformity (in full conformance with EN45014), please contact the Regulatory Approvals Manager at the above address.
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ABOUT THE 5140 IP APPLIANCE

The Mitel Networks 5140 IP Appliance is a digital telephone that also serves as a gateway to your company network, providing you with real-time access to applications and services such as web browsing, directory management and visual voice mail.

The 5140 IP Appliance features a full-duplex speakerphone that allows you the freedom to work at your computer during calls; the six command keys and nine programmable quick keys provide convenient access to features. Programming the quick keys is simple thanks to the easy-to-follow screen prompts. For even easier programming, use the Desktop Tool, a companion application for the 5140 IP Appliance that runs on a PC.

5140 IP Appliance Features

Feature	Function
1 - Ringing Indicator	flashes to signal an incoming call.
2 - Audio Device Controls	switches between headset and handset operation; mutes the handsfree microphone; and adjusts the sound level.
3 - Command Keys	invokes the command or function described by the adjacent label. The command or function changes according to the screen you are in.
4 - Telephony Feature Keys	enables and disables Handsfree operation; places and retrieves calls on **Hold**. The **Speech Recognition** key dials the automated attendant or other service as determined by system programming.
5 - Application Keys	accesses functions, services, and applications provided on the 5140 IP Appliance. See *Using the Applications* for more information.
6 - Message Indicator	flashes when you have a new voice message.
7 - InfraRed Transceiver Lens	links the 5140 IP Appliance to a Palm® Handheld™ Personal Digital Assistant (PDA) enabling users to speed dial calls from their Palm OS address book or to access features and telephone numbers programmed on their own extension. For more information on using the PDA, refer to the Mitel Networks PDA and IrDA Module technical documentation.
8 - Display Screen	provides a large, high-resolution viewing area for ease of use.
9 - Quick Keys	invoke the command or function indicated by the adjacent label. The bottom quick key is always your Prime Line; the remaining quick keys are programmable.
10 - Navigation Keys	scrolls the display to the next or previous page. The left arrow key backspaces, erasing any characters to the left. The right arrow key inserts spaces. OK performs the default command on a selected item.
11 - Dialpad Keys	used for dialling when in phone mode and to enter characters when in application mode.

Tips for your Comfort and Safety

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

Protect your hearing

Your phone has a control for adjusting the volume of the handset receiver. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjusting the viewing angle

The stand built into your 5140 IP Appliance tilts to give you a better view of the keys.

1. Depress the button on the stand at the back of the set.
2. Slide the stand in or out to achieve the desired angle.
3. Release the button.

Ringer Control

To adjust the Ringer Volume whilst 5140 IP Appliance is ringing:

- Press the volume control buttons located above the display.

Handset, Headset and Speakerphone Volume

To adjust the volume of the active receiver:

- Press the volume control buttons located above the display.

Display Contrast Control

To adjust the Display Contrast whilst the 5140 IP Appliance is idle:

- Press the volume control buttons located above the display.

Quick Key Programming

You can program your quick keys using the 5140 IP Appliance or the Desktop Tool. The Desktop Tool is a companion application for the 5140 IP Appliance that runs on a PC. It allows you to label the quick keys that you programmed. The labels appear on the display and cannot be assigned from the 5140 IP Appliance itself.

To display the feature that is currently programmed to a quick key:

1. Press **SETTINGS**.
2. Press a quick key.
3. Press another quick key or **SETTINGS** to exit the Settings menu.

To program a quick key from 5140 IP Appliance:

1. Press **SETTINGS**.
2. Press the **Next** command key until PERSONAL KEYS? is displayed.
3. Press the **Select** command key.
4. Press the quick key to be programmed.
   If the selected key already has a feature programmed, press the **Clear** *command key to delete the feature, and then press* **Select** *to continue with programming a new feature.*
5. Press the **Change** command key.
6. Press the **Next** command key to scroll through the list of available features until the desired feature is displayed.
   Press the **Previous** *command key to return to previous features.*
7. Press the **Select** command key to select the feature.
   If additional information is required, this is requested next.
   If the information is mandatory, you cannot proceed until this information is entered.
8. Press **SETTINGS** to complete the operation or press another quick key and proceed to program another feature.

Notes:

1. Use the Desktop Tool to assign labels to the quick keys.
2. When programming speed dial numbers you can insert a pause for dial tone in the number by pressing **Hold** at the appropriate point; this inserts a four second delay, for example, 1234P5678. The system dials 1234, waits four seconds, then dials 5678. If required, you can insert multiple pauses.

Language Change

To change the language on the display:

1. Press **SETTINGS**.
2. Press the **More** command key until **Language** appears.
3. Press the **Language** command key.
4. Press the command key for the desired language.
5. Press **SETTINGS** to exit the Settings menu.

CALL BASICS

Make a Call

1. If necessary, press **PHONE VIEW** to exit the current application.
   - Press the quick key associated with the party you want to call.
   - Dial the number using the dialpad keys.
2. Continue the call using the speakerphone or lift the handset.

Answer a Call

Do one of the following:

- Lift the handset or press **HANDSFREE**.
  The current application will remain open.
- Press **PHONE VIEW** to exit the current application, and then lift the handset or press **HANDSFREE**.
  Pressing PHONE VIEW will allow you to see the caller information.

End a Call

Do one of the following:

- To end a handsfree call, press the **Cancel** command key twice.
- To end a handset call, replace the handset.

Hold

To place a call on Hold:

- Press **Hold.**
  If the call placed on hold has a **DSS/BLF** *or* **LINE** *key, its icon flashes with held cadence and you hear dial tone.*
  If the call has no associated key, it is held under the **Prime Line** *command key. You hear dial tone.*

To retrieve a held call:

- Whilst your extension is idle, press the **Prime Line** commnad key or if the call has an associated **DSS/BLF** or **LINE** key, press this key.
  You are re-connected to the held party.

To retrieve a call from Hold at another extension:

- Press the flashing **LINE** key.
  -OR-
  Dial **641** and the number of the extension that placed the call on Hold.

Transfer

To Transfer an active call:

1. Press **Trans/Conf** command key.
2. Dial the number of the next party.
3. Do one of the following:
   - To complete the transfer, hang up or press the **Cancel** command key.
   - To announce the transfer, wait for an answer, consult, and then hang up.

ADVANCED FEATURES

Account Codes

An account code is a series of digits that you assign to your incoming or outgoing calls, usually for billing or accounting purposes. The code identifies the account in the call records that your system generates. You can program an **ACCOUNT CODE** key with or without specifying an account code. If you have an account code that you use on a regular basis, it may be easier to store the account code with the **ACCOUNT CODE** key; this saves you from having to dial the account code every time you want to assign it to a call.

Account codes are three-digits in length and in the range 000-999.

Note: Contact your Administrator for a list of account codes.

PROGRAMMING

Program an **ACCOUNT CODE** key and **EXCLUSIVE HOLD** key as described under *Quick Key Programming.*

Note: An **ACCOUNT CODE** key can be programmed without including a specific account code.

Allocating an Account Code to an Outgoing Call

If you have an ACCOUNT CODE key programmed with a specific account code:

1. Press the **ACCOUNT CODE** key.
2. Access a line and dial the external number.

If you have an ACCOUNT CODE key without a specific account code programmed:

1. Press the **ACCOUNT CODE** key.
2. Dial the required Account Code.
3. Access a line and dial the external number.

If you do not have an ACCOUNT CODE key programmed:

1. Dial the Account Code feature access code, **665**.
2. Dial the required Account Code.
3. Access a line and dial the external number.

Allocating an Account Code to a Call in Progress

If you wish to change the account code associated with an incoming or outgoing call, perhaps a call has been transferred to you from a department with a different account code, you may assign a different account code whilst connected to the call. In this way numerous account codes can be associated with one call.

If you have an ACCOUNT CODE key programmed with a specific account code:

1. Whilst in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Press the **ACCOUNT CODE** key.
3. Press the **EXCLUSIVE HOLD** key again.
   The caller is re-connected and the call assigned with the new account code.

If you have an ACCOUNT CODE key without a specific account code programmed:

1. Whilst in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Press the **ACCOUNT CODE** key.
3. Dial the required account code.
4. Press the **EXCLUSIVE HOLD** key again.
   The caller is re-connected and the call assigned with the new account code.

If you do not have an ACCOUNT CODE key programmed:

1. Whilst in conversation with another party, press the **EXCLUSIVE HOLD** key.
2. Dial the Account Code feature access code, **665**.
3. Dial the required account code.
4. Press the **EXCLUSIVE HOLD** key again.
   The caller is re-connected and the call assigned with the new account code.

Alarm Calls

You can set up an alarm (wake-up or reminder) call to ring at your extension at a specified time. You must answer a ringing alarm call before you can continue with any other operation at your extension.

When you receive an alarm call, your extension rings for up to 60 seconds (default) or until you answer the call. If you do not answer the call within this time period, your extension rings again every 2 minutes (default); this process is repeated up to a maximum of ten times or until you answer your alarm call.

Notes:

1. An alarm call is not repeated on successive days, which means that you must set up the alarm call daily.
2. You can request your Administrator to set up an alarm call for you as described under *Administrator Remote Alarm Calls.*

OPERATION

To set up an Alarm Call from your extension:

1. Dial the Alarm Call feature access code, **668**.
2. Dial the time using the 24-hour clock.
   You hear dial tone indicating that the alarm is set.

To cancel an Alarm Call:

- Dial the Alarm Call Cancel feature access code, **669**.

Answer External Call

If you want to answer external calls in the order that they arrive at your extension, you need to program an **ANSWER EXTERNAL** key.

PROGRAMMING

Program the **ANSWER EXTERNAL** key as described under *Quick Key Programming.*

OPERATION

To answer external calls:

- Press the flashing **ANSWER EXTERNAL** key.
  The **ANSWER EXTERNAL** *key continues to flash until all the incoming external calls have been answered.*

Answer Next Call

This feature is similar to Answer External Call, except that it applies to ALL incoming internal and external calls. Answer Next Call allows you to answer all calls in the order that they arrive at your extension with external calls receiving priority over internal calls.

Note: You can only answer incoming internal calls using this feature if the calling extension number is in your extension group. Contact your Administrator for a list of extensions in your extension group.

PROGRAMMING

Program the **ANSWER NEXT CALL** key as described under *Quick Key Programming.*

OPERATION

To answer internal and external calls in the order that they are presented at your extension:

- Press the flashing **ANSWER NEXT CALL** key.
  The **ANSWER NEXT CALL** *key continues to flash until all incoming calls have been answered.*

Auto Answer

This feature, when activated, enables internal calls presented at your extension to be answered automatically, that is, you are connected to the caller without your extension ringing. Calls presented at your extension are announced by a single burst of ringing; then, the microphone and loudspeaker are activated and the call is answered automatically. You can continue the call handsfree or use the handset.

You can automatically answer calls from a specific extension or from all extensions on the system. Refer to *Handsfree Operation* for information on using your extension handsfree.

Notes:

1. **Auto Answer** can only be enabled to answer incoming internal calls.
2. You should de-activate Automatic Answer when you leave your desk.

PROGRAMMING

Program an **Auto Answer** key as described under *Quick Key Programming.*

OPERATION

To activate/deactivate Auto Answer:

- Press the **Auto Answer** key.
  'Auto Answer' displays on the screen when the feature is active.

Automatic Hold

Whilst in conversation with another party, this feature allows you to make or receive a call without first placing the current call on hold.

Note: Automatic Hold can also be used to make a "fast transfer", that is, whilst on a call, place another to an extension, and then transfer the first call to it by hanging up. For more information on transferring calls refer to *Call Transfer.*

OPERATION

Outgoing Calls

To place the current call on Automatic Hold and make another call:

- Whilst in conversation with an established call, make another call.
  The caller placed on hold hears silence, tone or music on hold.
  You hear dial tone.

To return to the call placed on hold:

- Press the **Cancel** key.

To transfer the held party to the newly-called party:

- Whilst in conversation with the newly-called party, replace your handset or press **Speaker**.

Incoming Calls

To place the current call on Automatic Hold and answer an incoming call:

1. Whilst in conversation with an established call, press the flashing key which is indicating the incoming call.
2. Handle the new call as usual.

To return to the held call:

- Whilst your extension is idle, press the **Prime Line** key or if the call has an associated **DSS/BLF** or **LINE** key, press this key.

Broker's Call (Shuttle)

This feature enables you to place a call on hold, dial another number, talk to the second party and then alternate between the two parties by pressing the **SWAP** key. This feature allows you to speak to both the first and second parties in confidence; at no time during the use of this feature can the two parties converse together.

Note: You can alternate between the two parties any number of times.

PROGRAMMING

Program a **SWAP** key and **EXCLUSIVE HOLD** key as described under *Quick Key Programming.*

OPERATION

Note: You must have a pre-programmed **SWAP** key and **EXCLUSIVE HOLD** key set up on your extension to use this feature.

Whilst in conversation with an established external call:

1. Dial the number of the party that you wish to consult.
2. Talk to the second party.
3. Return to the held call by pressing the **SWAP** key.
   The second party is placed on hold.
4. Press the **SWAP** key to alternate between the two parties.

Call Park

This feature allows you to answer an external call and place it in a type of hold which enables anyone on the system to retrieve it. You inform another extension user that a call is waiting to be answered on a specific line using the Extension Paging feature. The extension user picks up the call by dialling the Call Park Pick-up feature access code, **660**, followed by the specified line number.

Refer to *Call Park Pick-up* for more information on retrieving a parked call, and to *Extension Paging* for information on broadcasting to other extension users.

PROGRAMMING

Program the **PARK** key as described under *Quick Key Programming.*

OPERATION

To park an incoming external call:

1. After answering the call, press the **PARK** key.
   A message similar to the following is displayed: LINE xx HELD. Where xx is the line number the caller is held on.
2. Press the **EXTENSION PAGING** key to announce the call.

To retrieve an unanswered parked call:

- If programmed, press the **LINE** key associated with the flahsing icon.
  You are connected to the parked call.

Alternatively:

1. Dial the Call Park Pick-up feature access code, **660**.
2. Dial the two-digit line number, for example, 01.
   You are now connected to the parked call.

Call Park Pick-up

This feature allows you to pick up an external call held on a specific line by another extension user by dialling the Call Park Pick-up feature access code followed by the line number.

An extension user broadcasts a message informing you that you have a call waiting to be answered and on which line the call is held. To retrieve the call you dial the Call Park feature access code followed by the line number on which the call is waiting. For more information on parking a call refer to *Call Park*.

Note: Your Administrator can set up the system so that a single-digit can be used to pick up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

OPERATION

On receiving a broadcast message of a call waiting to be answered on a specific line for you:

1. Dial the Call Park Pick-up feature access code, **660**.
2. Dial the line number or press the **LINE** key associated with the flashing icon.
   You are now connected to the caller.

Note: Refer to *System Hold* for detailed information on picking up calls in this way.

Call Status Information

Your display provides information about the status of your extension and of the current call.

Key Status	Explanation
ALARM CALL RINGING	An alarm call is ringing at your extension.
ALARM CALL ANSWERED	You have answered an alarm call.
BCAST FROM EXT xxxx	You are receiving a broadcast message from the displayed extension.
BROADCAST ALL	You are broadcasting a message to all extensions on the system.
BROADCAST GROUP xx	You are broadcasting a message to a specific extension group.
DO NOT DISTURB	Do Not Disturb is currently active at your extension.
CONTACT INSTALLER	The incoming call is on a line which does not have a line number allocated.
EXT xxxx ANSWERED	The called extension has answered.
EXT xxxx BUSY	The called extension is busy.
EXT xxxx CALLING	The displayed extension is ringing your extension.
EXT xxxx DND	The called party has Do Not Disturb activated.
EXT xxxx DIVERTED	The called extension is currently diverting incoming calls.
EXT xxxx HELD	The specified extension is on hold at your extension.
EXT xxxx RINGBACK	The call that you transferred to a specific extension, has returned to your extension because the called extension did not answer.
EXT xxxx RINGING	The extension number you dialed is ringing.
EXT xxxx SPEAKING	You are currently speaking to the displayed extension.
GROUP xx RINGING	The extension group number you dialed is ringing.
LINE xx ANSWERED	You have answered a call on the specified line.
Lxx REV EXT xxxx	The call on line number XX has reverted from the displayed extension.
Lxx R EXT GRP xx	The call on line number XX has reverted from the displayed extension group.
LINE xx HELD	You have placed an external call on hold.
LINE xx REVERTED	An external call has reverted to the originating extension.
LINE xx RINGING	You have an incoming call on the specified line.
LISTEN EXT xxxx	You are currently receiving a broadcast message from the displayed extension.
MESSAGE WAITING	You have a message waiting to be answered at your extension.
NIGHT SERVICE x	The specified Night Service is active.
RINGER ON/OFF	Your extension's ringer is switched off.
SPEAK EXT xxxx	You are broadcasting a message to the displayed extension.
THIS IS EXT xxxx	Displays your extension number.
THREE PARTY	You are currently involved in a three-party conference call.
XX CALLS WAITING	The number of calls waiting to be answered at your extension.

Note: Where systems are set up with six-digit extension or extension group numbering, shortened messages are displayed.

Call Store

This feature allows you to place a call on hold under a key and leave it on hold for a length of time determined by system programming. You can program any number of **STORE** keys on your extension.

Notes: A stored call cannot be picked by another extension user and you cannot transfer the stored call to another extension.

PROGRAMMING

Program **STORE** keys as described under *Quick Key Programming.*

Note : When requested, dial the **STORE** key's number in two-digit format, for example,01.

OPERATION

To store a call whilst in conversation with another party:

- Press a **STORE** key.
  The following message is displayed: LINE xx STORED and you hear dial tone.

To retrieve a call:

- Press the **STORE** key associated with the flashing icon.

Calls For

This feature identifies the extension number of a user who has diverted calls to your extension. When a diverted call is presented at your extension, the icon associated with the **CALLS FOR** key flashes and your screen temporarily displays who the call was originally intended for. Press the **CALLS FOR** key to answer the call (with the appropriate greeting). If a number of extension users regularly divert their calls to you, you can set up a **CALLS FOR** key for each extension.

If your extension is set up for Manager/Secretary operation and you have a **CALLS FOR** key programmed, the icon associated with the key indicates when the Manager/Secretary is absent. If your extension is set up as a Secretary extension involved in one-to-one Manager/Secretary operation, and you have a **CALLS FOR** key programmed for your Manager, you can press this key to switch the Manager's extension between the absent or present state. Refer to *Manager/Secretary Operation* for more information.

Note: The **CALLS FOR** key should be labelled with the name or number of the diverting extension.

PROGRAMMING

Program a **CALLS FOR** key and **ABSENT/PRESENT** key as described under *Quick Key Programming*.

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** command key.
4. Press the key to be programmed.
5. Press the **Change** command key.
6. Press the **No** command key repeatedly to scroll down the list of available features until CALL DIVERT? is displayed.
7. Press the **Yes** command key to select this option.
8. Press the **No** command key repeatedly until CALLS FOR is displayed.
9. Press the **Yes** command key at the CALLS FOR prompt.
10. Dial the extension number of the diverting extension at the FOR: prompt, followed by the **Save** command key.
    Program an **ABSENT/PRESENT** *key as described under Programming a Personal Key.*

OPERATION

To answer a call diverted from another extension:

- Press the flashing **CALLS FOR** key.

Directed Call Pick-up

This feature allows you to pick up a call which is ringing at another extension which is not in your pick-up group. If there is more than one call ringing at an extension when you activate this feature, the call with the highest priority is answered, that is, an external call will always be answered before an internal or reverted call.

Note: Your Administrator can set up the system so that a single-digit can be used to pick up the call instead of using the three-digit access code.

Contact your Administrator for a list of single-digit access codes.

OPERATION

To answer a call that is ringing at another extension:

Do one of the following:

- If programmed, press the flashing **DSS/BLF** key.
- Dial the Directed Call Pick-up feature access code, **677**, followed by the ringing extension's number.
- Dial the single-digit Directed Call Pick-up access code, followed by the ringing extension's number.

Diverting

Incoming internal and external calls presented at your extension can be diverted in the following ways:

- Divert All - diverts all your calls to another extension or extension group without first presenting the calls to your extension.
- Divert on No Answer or Busy - diverts your calls to another extension or extension group when you are busy on another call or away from your desk.
- Follow Me and Follow Me (I'm Here) - diverts your calls to another extension where you wish to take your calls.
- External Divert - diverts all your incoming calls to an external destination; for example, a cellular phone or you home number.

Note: You can also divert your calls to voice mail, if available. The voice mail extension number that you divert your phone to is usually 232. Your administrator can tell you what the number is on your system.

PROGRAMMING

1. Press **SETTINGS**.
2. Press the **Next** command key
3. Press the **Select** command key when CALL DIVERT? is displayed.
4. Select the type of diversion required:
   - to divert all your calls, select the **Review** command key when ALWAYS is displayed;
   - to divert your calls when you are busy on another call or you are unable to answer the call, select the **Review** command key when NA/B is displayed;
   - to divert your calls to an external destination, select the **Review** command key when REMOTE ALWAYS is displayed;
   - to set up your calls to follow you when working at another desk, select the **Review** command key when FOLLOW ME is displayed.
5. Press the **Progrm** command key.
6. Dial the target number.
   To divert your calls to voice mail (if available), dial 232 or other number as instructed by your administrator. Dialling a target number is optional when programming Follow Me. Not dialling the number sets up Follow Me (I'm Here), which enables you to "pull" your calls to any extension in the system. See below for instructions on activating Follow Me (I'm Here) from another extension.
7. Press the **Save** command key.
8. To turn on the selected diversion, press the **Change** command key followed by the **TurnOn** command key.
9. Press **SETTINGS** to complete the operation.

To activate Follow Me (I'm Here) from a remote extension:

1. Dial the Follow Me (I'm Here) feature access code, 626.
2. Dial your usual extension number. Your calls are diverted to the new extension.

Note: A Follow Me (I'm Here) request is not allowed if the "pulled-from" extension does not have the Follow Me feature enabled.

To cancel diversion:

1. Press **SETTINGS.**
2. Press the **Next** command key.
3. Press the **Select** command key when CALL DIVERT? is displayed.
4. Press the **Review** command key when the diversion type that you want to turn off is displayed.
5. Press the **Change** command key.
6. Press the **TurnOff** command key.
7. Press **SETTINGS** to complete the operation.

Do Not Disturb (DND)

When an extension user calls your extension whilst Do Not Disturb is active, they hear busy tone and a message similar to the following is displayed on their phone: EXT xxxx DND. This feature also disables your extension's Ringer. External calls that are usually presented at your extension under a personal key, for example, **LINE** key and **ANSWER EXTERNAL CALL** key, continue to be presented; the associated key flashes with ringing cadence, however, your extension does not ring. Answer the call by pressing the flashing quick key.

When Do Not Disturb is active at your extension, you hear interrupted dial tone, and if programmed, an icon displays next to your **DO NOT DISTURB** key. When this feature is active, your extension also ignores any paging calls.

Note: Do Not Disturb cannot be activated on an Administrator extension.

PROGRAMMING

Program the **DO NOT DISTURB** key as described under *Quick Key Programming.*

OPERATION

To activate Do Not Disturb:

- Press the **DO NOT DISTURB** key or dial the Do Not Disturb feature access code, **608**.
  'Do Not Disturb is displayed on your extension.
  When you press your **Prime Line** *key or lift your handset you hear interrupted dial tone indicating that the feature is active.*

To de-activate Do Not Disturb:

- Press the DO NOT DISTURB key again or dial the Do Not Disturb feature access code, **608**.

Exclusive Hold

If you do not have dedicated **LINE** or **DSS/BLF** keys programmed on your extension, this type of hold allows you to place a single party on hold using the **EXCLUSIVE HOLD** key. If you do have dedicated keys, you can place a number of parties on Exclusive Hold.

PROGRAMMING

Program the **EXCLUSIVE HOLD** key as described under *Quick Key Programming.*

OPERATION

Using Exclusive Hold if you do NOT have dedicated DSS/BLF or LINE keys

To place a call on hold to make an enquiry call or answer another call:

- Whilst in conversation with an established call, press the **EXCLUSIVE HOLD** key.
  The current call is placed on hold, and the caller hears silence, tone or music on hold.
  The icon associated with the **EXCLUSIVE HOLD** *key flashes with held cadence.*

To retrieve a call from hold:

- Press the **EXCLUSIVE HOLD**.
  You are re-connected to the held party.

Using Exclusive Hold if you do HAVE dedicated DSS/BLF or LINE keys

To place a call on hold to make an enquiry call or answer another call:

- Whilst in conversation with an established call, press the **EXCLUSIVE HOLD** key.
  The current call is placed on hold.
  The **EXCLUSIVE HOLD** *key icon flashes with held cadence.*

To retrieve a call from hold:

- Press the flashing **DSS/BLF** or **LINE** key.
  You are re-connected to the held party.

Extension Paging

This feature allows you to turn on the loudspeaker at another extension, or at a number of extensions, and broadcast a message to these extension users. The types of broadcast messages that can be made are:

- broadcast a message to another extension user;
- broadcast a message to all extension users in an extension group;
- broadcast a message to all extension users on the system.

Note: You cannot broadcast a message to your own extension group.

PROGRAMMING

Program an **EXTENSION PAGING** key as described under *Quick Key Programming.*

Note: You can choose to save an **EXTENSION PAGING** key with or without specifying the target extension(s).

OPERATION

To broadcast a message to an extension, extension group or all extensions on the system if you have a dedicated EXTENSION PAGING key:

1. Lift your handset or press your **Prime Line** key.
2. Press the **EXTENSION PAGING** key.
   You hear a short burst of tone.
3. Make the announcement.
4. Replace your handset.
   Your **EXTENSION PAGING** *key extinguishes.*

To broadcast a message to an extension or extension group if you do NOT have a dedicated EXTENSION PAGING key:

1. Lift your handset or press your **Prime Line** key.
2. Press the **EXTENSION PAGING** key or dial the **EXTENSION PAGING** feature access code, **644**.
3. Dial the required target extension or extension group or press a **DSS/BLF** or **EXTENSION GROUP** key.
   You hear a short burst of tone and a message similar to the following is displayed: SPEAK EXT xxxx, where xxxx is the extension number you have paged.
4. Make the announcement.
5. Hang up.

To broadcast a message to all extensions on the system if you do NOT have a dedicated EXTENSION PAGING key:

1. Lift your handset or press your **Prime Line** key.
2. Press the **EXTENSION PAGING** key or dial the Extension Paging feature access code, **644**.
3. Dial *.
   You hear a short burst of tone.
4. Make the announcement.
5. Hang up.

Extension Status Announcement

This feature announces the current status of your extension. Status information includes:

- if the Visually Impaired Operator is enabled;
- the type of call diversion active and the extension number your calls are being re-directed to;
- the type of Night Service active and if enabled;
- if your extension's Ringer is disabled;
- if there is a message waiting on your extension.

Status information is given in the form: "Status" followed by one of announcements listed above. If none of the features above are active, "Status" is announced followed by dial tone.

Notes: This feature is available to all extensions, providing your system supports Speech Synthesis and it is not in use elsewhere on the system. This feature is unavailable if there is a Visually Impaired Operator extension installed on the system. Ask your Administrator about the availability of this feature.

PROGRAMMING

Program an **EXTENSION STATUS** key as described under *Quick Key Programming.*

OPERATION

- Press the **EXTENSION STATUS** key or key in the Extension Status feature access code, 683.
  The current status of your extension is given.

External Call Waiting Tone

This feature enables or disables Call Waiting tone on your extension. When enabled, a short burst of tone is generated when an external call arrives at your extension and your extension is busy.

When Call Waiting tone is heard, you can leave the incoming call unanswered until you have finished the current call, or place the current call on hold and answer the new call.

OPERATION

To enable Call Waiting tone:

1. Dial the Call Waiting tone feature access code, **687**.
2. Press **1.**

To disable Call Waiting tone:

1. Dial the Call Waiting tone feature access code, **687**.
2. Press **0.**

External Divert

This feature allows you to divert your incoming calls to an external destination, for example, a cellular phone or your home number.

This feature can be set up using CALL DIVERT under **SETTINGS** and does not have to be programmed under a quick key. Refer to the operation described below.

Notes:

1. This feature is not available at all extensions, please contact your Administrator if you require this feature.
2. Invoking External Divert cancels any active internal diversion, and vice versa.
3. You cannot store the target external number under a personal key programmed with the External Divert feature.

PROGRAMMING

Program a **EXTERNAL DIVERT** key as described under *Quick Key Programming.*

OPERATION

Notes:

1. If you activate diverting using **SETTINGS**, and diverting is active via a programmed key, the current diversion is overridden, and vice versa.
2. You cannot divert your calls to an external destination if you are diverting to an internal extension, or vice versa.

Diverting your calls using SETTINGS

To divert all your calls to an external destination using SETTINGS:

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly until CALL DIVERT? is displayed.
3. Press the **Next** command key until REMOTE ALWAYS is displayed.
4. Press the **Review** command key.
   If programmed, R.A is displayed along with a target external number.
   If a target external number is displayed prefixed with an asterisk, it indicates that diverting is already active.

   If a target external number has not been programmed, you are prompted to dial an external number:

5. Press the **Progrm** command key.
6. At the TO: prompt, dial the external number (including the line access number) you wish to divert your calls to.
   If you make a mistake when dialling the external number, press the **Del** *command key to remove the incorrect digits.*
7. Press the **Save** command key to save the external number.

   If a target external number has been programmed:

8. Press the **Change** command key.
9. Press the **TurnOn** command key.
   R.A is displayed with the target external number and an asterisk. The asterisk indicates that the diverting is now active.
10. Press **SETTINGS**.
    When you lift your handset, you hear interrupted dial tone indicating that you are diverting your calls.

Diverting your calls using a programmed key

To divert all your calls to an external destination using the EXTERNAL DIVERT key:

1. Press the **EXTERNAL DIVERT** key.
2. Dial the external number (including the line access number) you wish to divert your calls to.
   The icon for the associated **EXTERNAL DIVERT** *key displays. When you lift your handset, you hear interrupted dial tone indicating that you are diverting your calls.*

Diverting your calls using the feature access code

To divert all your calls to an external destination using the External Divert feature access code:

1. Dial the External Divert feature access code, **688**.
2. Dial the external number (including the line access number) you wish to divert your calls to.
   When you lift your handset, you hear interrupted dial tone indicating that you are diverting your calls.

Diverting your calls to the last External Divert destination dialled

To divert your calls to the destination you dialled when you last used External Divert

1. Whilst your extension is idle, press the **EXTERNAL DIVERT** key, or dial the External Divert feature access code, **688**.
2. Press # to complete the digit sequence.
   Note: Pressing **Hold** during the sequence inserts a pause for dial tone.

Cancelling

To cancel External Diverting using SETTINGS:

1. Press **SETTINGS**.
2. Press the **No** command key to scroll down the list until CALL DIVERT? is displayed.
3. Press the **Yes** command key to select the feature.
4. Press the **Next** command key until REMOTE ALWAYS is displayed.
5. Press the **Review** command key.
   R.A is displayed with the external number and an asterisk.
6. Press the **Change** command key.
7. Press the **TurnOff** command key.
   R.A is displayed with the target external number. The asterisk has been removed.
8. Press **SETTINGS**.

To cancel External Diverting using the feature key or access code:

- Press the **EXTERNAL DIVERT** key or dial the Cancel Divert feature access code, **617**.

Follow Me

This feature allows you to temporarily divert your calls to another extension before leaving your usual extension to work at another desk; your calls follow you to your new desk. If you always divert your calls to the same extension, you can program a **FOLLOW ME** key with this extension number. Alternatively, you can program the **FOLLOW ME** key without specifying a destination number, which means that you must dial an extension number each time you want to divert your calls. You can set up a number of **FOLLOW ME** keys on your extension, each holding a different destination extension number.

If you do not dial a target extension number when setting up this feature, the feature is enabled but is not fully active. This means that another extension can "pull" calls from your extension at a later time by using the Follow Me (I'm Here) feature.

This feature can be set up using **CALL DIVERT** under **SETTINGS** and does not have to be programmed under a quick key. Refer to the operation described below.

PROGRAMMING

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly until PERSONAL KEYS? is displayed.
3. Press the **Yes** command key.
4. Press the key to be programmed.
5. Press the **Change** command key.
6. Press the **No** command key repeatedly to scroll down the list of available features until CALL DIVERT? is displayed.
7. Press the **Yes** command key to select this option.
8. Press the **No** command key repeatedly until **FOLLOW ME** is displayed.
9. Press the **Yes** command key.
   At this point, you can choose to program the key with or without a destination extension number.
10. Either press the **Save** command key to program a key without a destination extension, or dial the extension number of the diverting extension at the TO: prompt, followed by the **Save** command key.

Note: If you activate a diversion using the **SETTINGS** key and a diversion is already active via a programmed **FOLLOW ME** key, the current diversion is overridden, and vice versa.

Setting up Follow Me using the SETTINGS key

To allow your calls to follow you to another extension using SETTINGS:

1. Press **SETTINGS**.
2. Press the **No** command key to scroll down the list until CALL DIVERT? is displayed.
3. Press the **Yes** command key to select the feature.
4. Press the **Next** command key until **FOLLOW ME** is displayed.
5. Press the **Review** command key.
   If programmed, **FOLLOW ME** *is displayed along with a target extension number.*
   If the target extension number displays prefixed with an asterisk, it means divertingis already active.

   If a target extension number has not been programmed, you are prompted to enter one:
   a. Press the **Program** command key.
   b. At the TO: prompt, dial the extension number you wish to divert your calls to.
      If you make a mistake when dialling the extension number, press the **Del** *command key to remove the incorrect digits.*
   c. Press the **Save** command key to save the extension number.

   If a target extension number has been programmed:
   a. Press the **Change** command key.
   b. Press the **TurnOn** command key.
      FOLLOW ME is displayed with the target extension number and an asterisk. The asterisk indicates that the diverting is now active.
   c. Press **SETTINGS**.
      When you lift your handset, you hear interrupted dial tone indicating that your calls are being diverted.

Setting up Follow Me using a programmed key

To have your calls follow you to another extension using a key programmed with the destination extension number:

- From your extension, press the **FOLLOW ME** key.
  When you lift your handset you hear interrupted dial tone indicating that your calls are being diverted.

To enable your calls to follow you to another extension using a FOLLOW ME key which does not have a destination extension number programmed:

1. From your extension, press the **FOLLOW ME** key.
2. Dial the extension number or press a **DSS/BLF** key where you wish to divert your calls.
   When you lift your handset you hear interrupted dial tone indicating that your calls are being diverted.

Setting up Follow Me using the feature access code

To enable your calls to follow you to another extension using the Follow Me feature access code:

1. From your extension, dial the Follow Me feature access code, **641**.
2. Dial the extension number or press the **DSS/BLF** key where you wish to divert your calls.
   When you lift your handset, you hear interrupted dial tone indicating that your calls are being diverted.

Enabling Follow Me

To enable, but not activate, Follow Me from your usual extension:

- Press a **FOLLOW ME** key (which does not hold an extension number) or dial the Follow Me feature access code, **641**.
  Your calls are not diverted until another extension invokes the Follow Me (I'm Here) feature.

Cancelling Follow Me from your usual extension

To cancel Follow Me via SETTINGS:

1. Press **SETTINGS**.
2. Press the **No** command key to scroll down the list until CALL DIVERT? is displayed.
3. Press the **Yes** command key to select the feature.
4. Press the **Next** command key until **FOLLOW ME** is displayed.
5. Press the **Review** command key.
   FOLLOW ME *is displayed along with a pre-defined target extension number and an asterisk.*
6. Press the **Change** command key.
7. Press the **TurnOff** command key.
   FOLLOW ME *is displayed with the target extension number. The asterisk has been removed.*
8. Press **SETTINGS**.

To cancel from your usual extension using the FOLLOW ME key:

- Press the **FOLLOW ME** key.

To cancel from your usual extension using the Cancel Divert feature access code:

1. Lift your handset or press your **Prime Line** key.
   You hear interrupted dial tone.
2. Dial the Cancel Divert feature access code, **617**.
   You hear normal dial tone; your calls are no longer diverted to the nominated extension.

Cancelling Follow Me from the remote extension

To cancel Follow Me from the remote extension:

1. Dial the Cancel Divert feature access code, **617**.
2. Dial your usual extension number.
   This cancels diverting at the remote extension (if previously enabled).
3. Repeat the steps to cancel Follow Me.

Follow Me (I’m Here)

This feature enables you to "pull" calls from your usual extension to the extension at which you are currently working.

Note: A Follow Me (I'm Here) request is not allowed if the "pulled-from" extension does not have the Follow Me feature enabled or active.

PROGRAMMING

Program a **FOLLOW ME** key without a destination extension number as described under *Follow Me.*

Enabling

To enable Follow Me from your usual extension:

- Press a **FOLLOW ME** key which does not hold an extension number or dial the Follow Me feature access code, **641**.

Activating

To activate from a remote extension:

1. Dial the Follow Me (I'm Here) feature access code, **626**.
2. Dial your usual extension number.
   Your calls are diverted to the new extension.
   When you move to another extension repeat the above steps and your calls will follow you.

Cancelling from the remote extension

To cancel from the remote extension:

1. Dial the Cancel Divert feature access code, **617**.
2. Dial your usual extension number.

Cancelling from your usual extension

To cancel from your usual extension using SETTINGS:

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly to scroll down the list until CALL DIVERT? is displayed.
3. Press the **Yes** command key to select the feature.
4. Press the **Next** command key repeatedly until FOLLOW ME is displayed.
5. Press the **Review** command key.
   FOLLOW ME is displayed along with a pre-defined target extension number and an asterisk.
6. Press the **Change** command key.
7. Press the **TurnOff** command key.
   FOLLOW ME is displayed with the target extension number. The asterisk has been removed.
8. Press **SETTINGS**.

To cancel from your usual extension:

- Press the **FOLLOW ME** key once to de-activate or twice to cancel all Follow Me requests.
  Calls are received normally at your usual extension.

Group Call Pick-up

This feature allows you to pick up an incoming call which is ringing at another extension in your pick-up group. If there is more than one extension ringing in your pick-up group, you answer the call with the highest priority with external calls taking priority over internal calls.

A pick-up group is a group of extensions which, when one extension rings, other extension users in the group can pick-up the call if, for example, the extension user is absent. Contact your Administrator if you feel that you need to be placed in a certain group, for example, a pick-up group for your department.

You can also pick up a call ringing at another extension which is not in your pick-up group, for more information refer to *Directed Call Pick-up.*

Note: Your Administrator can set up the system so that a single-digit can be used to pick up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program a **GROUP PICK-UP** key as described under *Quick Key Programming.*

OPERATION

To answer a call that is ringing at another extension in your pick-up group:

1. Lift your handset or press your **Prime Line** key.
2. Press the **GROUP PICK-UP** key or dial the single-digit access code, 8 (system default), or dial the Group Call Pick-up feature access code, **666**.
   You are connected to the caller of the ringing extension.

Group Listen

During a handset call, this feature turns on your extension's loudspeaker to allow others nearby to listen to your current call whilst your handset microphone remains on allowing you to speak to the other person.

PROGRAMMING

Program a **GROUP LISTEN** key as described under *Quick Key Programming.*

OPERATION

To activate your extension's loudspeaker during a call:

- Press the **GROUP LISTEN** key.

To de-activate your extension's loudspeaker:

- Press the **GROUP LISTEN** key again.

Handsfree Operation

Handsfree operation allows you to answer and make calls without lifting your handset.

For best results:

- ensure that the microphone is unobstructed;
- minimize background noise (such as printers, fans, and radios);
- sit within reach of your telephone;
- speak at normal volume towards the microphone.

Handsfree operation may be activated by:

- pressing the **Prime Line** key whilst the handset is on-hook;
- pressing **Speaker** whilst the handset is on-hook;
- pressing **Speaker** whilst involved in a call using the handset;
- answering a call whilst on-hook;
- pressing a **DSS/BLF** or **LINE** key whilst on-hook;
- being the recipient of a broadcast message.

OPERATION

To use handsfree operation to make calls:

1. Press your **Prime Line** key, or press a **DSS/BLF** key or **LINE** key, or dial the external or internal number.
2. Communicate by using the microphone and loudspeaker.
3. Press **Speaker** to terminate the call.

To use handsfree operation to answer calls:

1. Press the flashing **DSS/BLF** key or **LINE** key, or press your **Prime Line** key or **Speaker**.
2. Communicate by using the microphone and loudspeaker.
3. Press **Speaker** to terminate the call.

To activate handsfree during a handset call:

1. Press **Speaker**.
2. Replace your handset.
3. Communicate by using the microphone and loudspeaker.
4. Press **Speaker** to terminate the call.

To temporarily disable the microphone during handsfree operation:

- Press **Microphone**.

To re-enable the microphone and return to the conversation:

- Press **Microphone**.

To disable handsfree operation:

- Lift your handset.

To return to handsfree operation:

1. Press **Speaker**.
2. Replace your handset.

Handsfree Paging

This feature enables you to answer an extension page whilst operating your extension handsfree. When another extension user pages your extension, a two-way connection is automatically established.

OPERATION

To set up your extension for handsfree paging:

- Press **Microphone**.

When you receive a page from another extension user a two-way connection is established. You can end the call by pressing **Speaker**.

Your extension remains in handsfree mode until you press **Microphone** a second time.

Headset Operation

Headset operation allows you to use a headset to answer and make calls.

Note: The headset connects to the dedicated headset jack on the back on the phone. The handset must be left on-hook whilst the headset is in use.

OPERATION

To answer a call:

- Press the **DSS/BLF** or **LINE** key associated with the flashing icon, or press your **Prime Line** key or the **Speaker** key.

To end a call:

- Press **Cancel** or **Speaker**.

Intrude

This feature allows you to enter an established call and speak to the parties involved; your entry is announced by a warning tone that all parties can hear.

The availability of this feature depends on the "Intrude Priority" assigned to your extension. Check with your Administrator.

You cannot intrude on an extension which has:

- SUPER intrude priority;
- a higher intrude priority than allocated at your own extension;
- a Three-Party Conference call in progress;
- Do Not Disturb activated.

Note: Your Administrator can set up the system so that a single-digit can be used to intrude into an established call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program an **INTRUDE** key and **EXCLUSIVE HOLD** key as described under *Quick Key Programming.*

OPERATION

Note: You must have a pre-programmed **EXCLUSIVE HOLD** key set up on your extension to use this feature.

Intruding on an Established Conversation

You attempt to call extension "A", but "A" is in conversation with party "B" and you hear busy tone:

- Press the **INTRUDE** key or dial the single-digit Intrude code.
  Parties "A" and "B" hear a short warning tone before you are connected. During the intrusion all parties hear a warning tone and a message similar to the following is displayed on all extensions involved in the intrusion: EXT. xxxx INTRUSION.

Speaking to Party "A" only

After intruding into a conversation:

1. Press the **INTRUDE** key again or dial the single-digit Intrude code.
   You are connected to Party "A". Party "B" is placed on hold, and if set up, Party "B" hears music on hold or tone.
   Intrude tone is removed.
   Or:
2. if you have a **DSS/BLF** key for Party "A", press Party "A"'s **DSS/BLF** key.
   You are connected to Party "A". Party "B" is placed on hold, and if set up, Party "B" hears music on hold or tone.

Speaking to Party "B" only

After intruding into a conversation:

- If you have a **DSS/BLF** or **LINE** key for Party "B", press this key.
  You are connected to Party "B". Party "A" is placed on hold, and if set up, Party "A" hears music on hold or tone.

Note: You cannot use the **INTRUDE** key to reconnect to the two parties after the call has been "split", however, if you wish to talk to both parties again, you must set up a three-party conference. Refer to *Three-Party Conference* for more information on this feature.

Withdrawing from an intrusion

To exit, leaving Parties "A" and "B" in private conversation:

- Replace your handset.
  Parties "A" and "B" are reconnected in a normal two-party conversation. Intrude tone is no longer heard.

If you placed a call on Exclusive Hold before using the Intrude feature

- Press the **EXCLUSIVE HOLD** key or press the flashing **LINE** or **DSS/BLF** key.
  Parties "A" and "B" are reconnected in a normal two-party conversation; you are reconnected to the held caller.

If a flashing key indicates that a call is incoming to your extension

- Press the flashing **LINE** or **DSS/BLF** key.
  Parties "A" and "B" are reconnected in a normal two-party conversation; you are connected to the incoming call.

Last Call Duration Display

This feature enables the duration of the last external call that was made from your extension to be displayed.

The duration of the current call is dynamically displayed during the call.

PROGRAMMING

Program a **CALL DURATION** key as described under *Quick Key Programming.*

OPERATION

To display the duration of the last external call:

- Whilst your extension is idle, press the **CALL DURATION** key or dial the Last Call Duration feature access code, **663**.
  The duration of the last call is displayed in hours, minutes and seconds

Last Number Redial

This feature enables you to redial the last external number dialled from your extension.

Also refer to *Redial List* which allows you to redial external numbers from a stored list.

Notes:

1. You cannot redial an external number if it was called via a Personal Speed Call.
2. If Speech Synthesis is available, the number of the last external call made can be announced.

OPERATION

To redial the last external number:

- Press **Shift** twice or dial the Last Number Redial feature access code, **600**.

List of Calls

This feature lists the ten most recent incoming calls to your extension whether answered or not. Only incoming external calls are listed. Calls from the same number count as one call. The options available to you are:

- Dial - to call the displayed entry;
- Date/Time - displays the date and time of the call and how many times that number has called;
- Edit - to edit the currently displayed entry;
- Delete - to delete currently displayed entry;
- Exit - returns you to the previous menu.

Note: Only calls with Calling Line ID information appear in the List of Calls.

OPERATION

To display a list of the last ten incoming calls:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **No** command key until REDIAL LIST is displayed.
3. Press the **Yes** command key.
   The most recent incoming call is displayed.
4. Use the navigation keys to scroll through the list of callers.
5. When you have selected the required entry, press the **Opts** command key to move to the desired option, as shown above, or press the **Dial** command key to dial the selected entry.

Loudspeaker Paging

This feature allows you to make an announcement via the loudspeaker system (if available).

Notes:

1. Check with your Administrator that your system is set up to make announcements via the loudspeaker system.
2. You may also make announcements via an extension's loudspeaker, for more information refer to *Extension Paging* and *Handsfree Paging*.

OPERATION

Note: Contact your Administrator to check that your extension has the correct permissions to make an announcement.

To make an announcement via the loudspeaker system:

1. Lift your handset or press your **Prime Line** key.
2. Enter the Loudspeaker Paging extension number, or press the Loudspeaker Paging **DSS/BLF** key.
3. Make the announcement.
4. Replace your handset or press your **Prime Line** key.

Manager/Secretary (Absent/Present) Operation

This feature enables your extension to be designated as a "Secretary" or "Manager" extension. A Secretary extension can serve one or more Manager extensions. Each extension must have an **ABSENT/PRESENT** key and the Secretary extension must also have a **CALLS FOR** key. If a Secretary has only one Manager, the Manager extension should also have a **CALLS FOR** key programmed with the Secretary's extension number.

When a Manager presses the **ABSENT/PRESENT** key, all calls are diverted to the associated Secretary. A Secretary answers calls ringing at a Manager's extension by pressing the **CALLS FOR** key associated with the flashing icon. A Secretary can also remotely set the 'Absent/Present' status of a Manager's extension by pressing the corresponding **CALLS FOR** key.

If a Secretary has only one Manager and either extension is placed into the Absent state, all calls are transferred to the other extension. If both extensions are in the Absent state, calls are diverted to the System Backstop extension. When absent, a Secretary who serves several Managers can also use the Absent/Present feature to diverted calls to the System Backstop extension.

Note: Manager/Secretary Operation can only be set up from an Administrator Extension. Contact your Administrator if you require this feature.

PROGRAMMING

Program an **ABSENT/PRESENT** key as described under *Quick Key Programming*. Program a **CALLS FOR** key as described under *Calls For.*

OPERATION

If you are a Manager and wish to divert your calls to your Secretary's extension:

- Press the **ABSENT/PRESENT** key.
  An icon displays next to the **ABSENT/PRESENT** *key indicating that you are diverting your calls. Repeatedly pressing the* **ABSENT/PRESENT** *key toggles between placing your extension in absent or present mode.*

If you are a Secretary and wish to divert your calls to your Manager's extension:

Note: This is only possible if you have only ONE Manager.

- Press the **ABSENT/PRESENT** key.
  An icon displays next to the **ABSENT/PRESENT** *key indicating that you are diverting your calls.*

If you are a Secretary and wish to divert your calls to the System Backstop when you only have ONE Manager:

- Both yourself and your Manager press your **ABSENT/PRESENT** keys.
  All calls are re-routed to the System Backstop extension.

If you are a Secretary and wish to divert your calls to the System Backstop when you serve more than one Manager:

- Press your **ABSENT/PRESENT** key.
  All calls are re-routed to the System Backstop extension.

To toggle the Absent/Present state of a Manager's extension:

- Press the **CALLS FOR** key associated with the Manager's extension.

Message Waiting

When you call another extension and your call is unanswered or the called extension is busy, you can leave a message waiting indication to alert the user to return your call. The called extension user is informed of the message waiting by their Message Indicator flashing and the words MESSAGE WAITING on the display.

You can also leave a message waiting indication at another extension directly, that is, without dialling the extension number, using the Directed Message Waiting feature access code whilst your extension is idle.

Note: You cannot leave a message waiting indicator at an extension which already has a message waiting from another extension user; you hear unobtainable tone.

If you have left a message waiting indication at another user's extension and wish to cancel it, you can do so via the pre-programmed **CANCEL MESSAGE** key or feature access code **628**. Refer to *Cancelling a Message Waiting Indication* below.

PROGRAMMING

You can program a **CANCEL MESSAGE** key without including an extension number. Program a **CANCEL MESSAGE** key as described under *Quick Key Programming.*

OPERATION

Leaving a Message Waiting Indication

To leave a message waiting indication after calling an extension which is unanswered or busy:

- Whilst listening to ringing or busy tone, press **Message**.

To leave a message waiting indication at an extension without calling the extension:

1. Whilst your extension is idle, dial the Directed Message Waiting feature access code, **673**.
2. Enter the extension number of the target extension, or press the relevant **DSS/BLF** key.

Responding to a Message Waiting Indication

If your extension's Message Indicator is flashing:

- Press **Message** or dial the Message Waiting feature access code, **643**.
  If the message waiting indication is from another extension user, the originating extension of the message waiting indicator is called. If you have a message waiting indication from the voice mail system, the voice mail extension is called.

Note: If you have two message waiting indications left at your extension, that is, one to call the voice mail system and the other from another extension user, the voice mail system is always called first.

Cancelling a Message Waiting Indication

Note: A message waiting indication can only be cancelled from your extension.

To cancel a Message Waiting indication using a CANCEL MESSAGE key which does not include an extension number:

1. Press the **CANCEL MESSAGE** key or dial the Cancel Message Waiting feature access code, **628**.
2. Dial the extension number of the called extension or press the relevant **DSS/BLF** key.

To cancel a Message Waiting indication using a CANCEL MESSAGE key which holds an extension number:

- Press the **CANCEL MESSAGE** key.

To cancel a Message Waiting indication using the Cancel Message feature access code:

1. Dial the Cancel Message feature access code, **628**.
2. Dial the extension number of the called extension or press the relevant **DSS/BLF** key.

Messaging

You can program your extension to display a message at a calling extension; the message remains on the calling extension's display for the duration of ringing and is cleared when the caller hangs up or you answer the call.

Msg. No.	Message
1	AWAY SICK
2	AWAY ON HOLIDAY
3	BACK TOMORROW / MONDAY ... SUNDAY
4	BACK AM/BY MIDDAY/11AM ... 1AM*
5	GONE TO LUNCH
6	BACK PM/BY 1PM, 2PM ... MIDNIGHT*
7	GONE HOME
8	PLEASE CALL BACK
9	BUSY IN MEETING
0	NO CALLS PLEASE
*	BACK SOON
#	AWAY ON BUSINESS

* Repeated presses of this key steps through the available displays.

OPERATION

To turn Messaging on:

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly until ADVISORY MESSAGES? is displayed.
3. Press the **Yes** command key.
4. Press the keypad key corresponding to the message that you wish to leave.
5. Press the **TurnOn** command key to select the message.
   MESSAGE TURNED ON is displayed indicating that your request has been successful, then the selected message is displayed on your extension.

To turn Messaging off:

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly until ADVISORY MESSAGES? is displayed.
3. Press the **Yes** command key.
4. Press the keypad key corresponding to the message that you wish to remove.
5. Press the **TurnOff** command key to remove the advisory message.
   The advisory message is removed from your extension's display.

Night Service

Placing the system into Night Service mode is only available from an Administrator Extension, however, an extension user can set up a **NIGHT SERVICE** key on their extension to monitor whether the system is in Day or Night Service mode.

Two night service modes are available: Night Service 1 and 2. An Administrator can set up the system to direct incoming calls to an extension or a number of extensions which will be answered outside of regular working hours.

Each Night Service mode has an associated pick-up group, and when a night service mode is operating, incoming calls can be picked up by any extension user in the group. Refer to *Night Service Pick-up.*

PROGRAMMING

Program a **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key as described under *Quick Key Programming.*

OPERATION

To monitor whether the system is in Day or Night Service mode:

- When the system moves into Night Service 1 or 2 mode an icon displays next to the **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key along with following message: NIGHT SERVICE x, where x indicates the Night Service mode.

MF (Multi-Frequency) Tone Dialling

If your system has loop disconnect signalling, you can still access services that require the use of dual tone multi-frequency tones, such as banking and voice mail systems.

Your Administrator can advise on the type of signalling in use on the system.

OPERATION

To activate/deactivate MF tones:

1. Access a line, either using the out access digit or press a **LINE** or **LINE GROUP** key.
   You hear external dial tone.
2. Dial the required external number to access the service you require.
   You hear ringing tone and an indication of the system answering.
3. Press *****.
   The signalling from your extension is now multi-frequency.
4. When the call is finished, replace you handset.
   The signalling is now reset to its original setting.

Night Service Pick-up

When either of the Night Service modes is active, this feature allows you to pick up an incoming external call which is ringing at another extension in your Night Service Pick-up group.

Note: Your Administrator can set up the system so that a single-digit can be used to pick-up the call instead of using the three-digit access code. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program a **NIGHT SERV PICKUP** key as described under *Quick Key Programming.*

OPERATION

To answer a call that is ringing at another extension in your Night Service Pick-up group:

- Press the **NIGHT SERVICE PICKUP** key, or dial the Call Pick-up single-digit access code (system default), 8 or dial the Night Service Pick-up feature access code, **696**.
  You are connected to the caller of the ringing extension.

PIN Codes

Your Administrator can assign a PIN (Personal Identification Number) code to you which, when invoked, prevents unauthorized users from making external calls from your extension, that is, it locks your extension. You can also use your PIN code at another extension to access features or make external calls which would not normally be available from this extension.

Note: You can still make internal calls and dial emergency numbers from a locked extension.

PROGRAMMING

Program the **PIN CODE** key as described under *Quick Key Programming.*

OPERATION

To lock your extension:

1. Whilst your extension is idle, press the **PIN CODE** key or dial the PIN Code feature access code, **678**.
2. Dial your PIN code.
   If you have a **PIN CODE** *key programmed, an icon displays next to it indicating that the extension is locked.*
3. Replace your handset.

To unlock your extension:

1. Whilst your extension is idle, press the **PIN CODE** key or dial the Pin Code feature access code, **678**.
2. Dial your PIN code.
   The **PIN CODE** *key icon is removed.*
3. Replace your handset.

To make an external call from another user's locked extension:

1. Whilst your extension is idle, press the **PIN CODE** key or dial the PIN Code feature access code, **678**.
2. Dial your PIN code.
3. Access a line and dial the required external number.
4. At the end of the call, replace your handset.
   This extension remains unlocked for 60 seconds (default) allowing you to make further calls if required, after this time the extension returns to its locked state.

Recall on Lines

Whilst in conversation with a called party at a remote site, you can make an enquiry call to another party on the remote site through the same line.

PROGRAMMING

Program a **RECALL** key as described under *Quick Key Programming.*

OPERATION

Whilst in conversation with the first called party at the remote site:

1. Press the **RECALL** key to place the call on hold or press the **EXCLUSIVE HOLD** key followed by the Recall feature access code, **602**.
2. Dial the extension number of the second remote party.
   You are already connected to the remote site and do not need to dial the line prefix.
3. Speak to the second party.
   Whilst in conversation with the second party and you wish to leave the two called parties in conversation, replace your handset.
4. When the enquiry call is complete, press the **RECALL** key again.
   You are re-connected to the first party.

Redial List

This feature allows you to save and prioritize up to ten externally-dialled numbers. You can define the position, in a stack of ten, which the last number you dialled should occupy.

Numbers can be stored:

- in an empty location;
- by overwriting previously occupied locations;
- at the top of the list - if Position 1 is empty the process is complete. If there is an entry at Position 1, all the stored numbers move down the list until a blank space is reached or the store is full. If the store is full the last number in the list is discarded.

PROGRAMMING

Program a **REDIAL PAD** key as described under *Quick Key Programming.*

OPERATION

Note: You must have a pre-programmed **REDIAL PAD** key set up on your extension to use this feature.

To store the last externally-dialled number:

1. Press the **REDIAL PAD** key.
2. Dial the digit corresponding with the position that you wish to store the number: number 1 is the first and 0 is the last. Using the ***** key also places the number in the first position.
   You hear dial tone when the number has been successfully stored.

To dial a number stored in the Redial List:

1. Press **SETTINGS**.
   Scroll through the list of options until REDIAL LIST? is displayed.
2. Press the **Yes** command key.
   The first entry in the list is displayed.
3. Press the down key repeatedly to scroll through the list until the required number is displayed.
4. Press the **Call** command key to dial the number.

Re-establish

If a call you have transferred to another extension user is unanswered, the call returns to you to deal with. This feature allows you to re-attempt the transfer. When the returned call rings at your extension, the associated key icon flashes rapidly and a message similar to the following is displayed: EXTN xxxx REVERTED.

This feature should be read in conjunction with *Reverted Calls.*

PROGRAMMING

Note: You must have a pre-programmed **RE-ESTABLISH** key set up on your extension to use this feature.

Program a **RE-ESTABLISH** key as described under *Quick Key Programming.*

OPERATION

To re-establish a returned call without speaking to the caller:

- Press the **RE-ESTABLISH** key.
  The **RE-ESTABLISH** *key icon displays.*

To speak to the caller of the returned call and re-establish the call:

1. Lift your handset.
2. Speak to the caller.
   The **RE-ESTABLISH** *key extinguishes.*
3. Press the **RE-ESTABLISH** key.
4. Replace your handset.

Ringback when Free

If you hear busy tone when you call an extension or try to access a line, use this feature to have the system call you when the extension or line becomes available.

Your extension starts ringing when the called extension or line becomes available and automatically redials the other extension or accesses the line when you answer the callback.

Notes:

1. Callbacks on lines only apply when the line is in use, and not when the called party is busy.
2. Your Administrator can set up the system so that a single-digit can be used instead of programming a **CALL BACK** key. Contact your Administrator for a list of single-digit access codes.

PROGRAMMING

Program the **CALL BACK** key as described under *Quick Key Programming.*

OPERATION

To place a callback on a busy extension or line:

- Whilst listening to busy tone, press the **CALL BACK** key or dial the single-digit access code, 5 (system default).
  An icon displays next to the **CALL BACK** *key (if programmed), and dial tone is returned to indicate successful activation.*

When the target extension or line becomes available:

1. Your extension rings and the icon next to the **CALL BACK** key (if programmed) and your **Prime Line** key flash. A message similar to the following is displayed: EXT xxxx CALLBACK.
2. Lift your handset to take the call or press the **Prime Line** key.
   If you had placed the callback on an extension you hear ringing tone, if placed on a line you hear dial tone.

Note: If you do not respond to the callback within 30 seconds or you obtain access to the required extension or line before the callback matures, your request is cancelled.

To cancel a callback:

- Whilst your extension is idle, press the **CALL BACK** key or dial the single-digit access code, 5.

Reverted Calls

If a call you have transferred to another extension user is unanswered, the call returns to you. When the reverted call rings at your extension, the associated quick key icon flashes and a message similar to the following is displayed: EXTN xxxx REVERTED.

OPERATION

You can handle a reverted call in the following ways:

- Press the quick key associated with the flashing icon and speak to the caller.
  Or:
- Answer the call as described above and then dial another extension number and transfer the caller to this extension.
  Or:
- Attempt to re-establish the call as described under *Re-establish.*

Ringer On/Off

All incoming external calls that arrive at your extension under programmed personal keys ring to indicate the arrival of the call. This feature allows you to turn off your extension's Ringer. All external calls that arrive at your extension, under a programmed personal key, will be indicated by the key flashing. The keys affected by this feature are:

- **LINE** key;
- **LINE GROUP** key
- **CALLS FOR** key;
- **ANSWER EXTERNAL** key
- **ANSWER NEXT CALL** key.

PROGRAMMING

Program the **RINGER ON/OFF** key as described under *Quick Key Programming.*

OPERATION

Note: You must have a pre-programmed **RINGER ON/OFF** key set up on your extension to use this feature.

To turn the Ringer off:

- Press the **RINGER ON/OFF** key.
  The **RINGER ON/OFF** key icon displays and **RINGER OFF** is displayed indicating that your extension does not ring when an external call arrives.
  Repeatedly pressing the **RINGER ON/OFF** key toggles between switching your extension's Ringer on and off.

Selective Ringer

All incoming external calls that arrive at your extension under programmed personal keys ring to indicate the arrival of the call. This feature allows you to select which keys, programmed for incoming external calls, do not ring at your extension. When this feature is active, external calls incoming on the selected quick keys do not ring, however, the key's icon flashes and the display shows the call.

PROGRAMMING

Program the **SELECTIVE RINGER** key as described under *Quick Key Programming.*

OPERATION

To disable your extension's Ringer for selected incoming external calls:

1. Press the **SELECTIVE RINGER** key.
   The **SELECTIVE RINGER** *key icon flashes indicating that you must press a* **LINE** *or* **LINE GROUP** *key(s).*
2. Press the **LINE** or **LINE GROUP** key(s) that you wish to silence.
   The selected **LINE** *or* **LINE GROUP** *key icon displays for a few seconds indicating selection.*
3. Press the **SELECTIVE RINGER** key again, or replace your handset.
   The **SELECTIVE RINGER** *key icon displays indicating that the feature is active.*

To resume normal operation:

- Press the **SELECTIVE RINGER** key.

Speech Synthesis

This feature announces the feature or number programmed under a feature key on your extension. Speech Synthesis can also announce:

- your extension's number;
- the status of your extension;
- the fixed feature keys;
- features, lines and System Speed Call numbers programmed under your feature keys and PKM keys;
- your Personal Speed Call numbers;
- duration of your last external call;
- the last external number dialled;
- the number of the incoming call;
- the current date and time.

Note: Speech Synthesis may only be used at one extension at a time, and if allocated to a Visually Impaired Operator extension, will be not be available elsewhere on the system.

PROGRAMMING

Program the **SYSTEM SYNTHESIS** key as described under *Quick Key Programming.*

OPERATION

To activate speech synthesis:

1. Press the **SYSTEM SYNTHESIS** key or key in the Speech Synthesis feature access code, **650**.
   Your **SPEECH SYNTHESIS** *key lights. The Speech Synthesizer announces. . . your key is programmed to . . . .*
2. Press the appropriate key.
   The Speech Synthesizer announces the feature or number stored under the key.

To identify a saved Personal Speed Dial number:

1. Press the **SYSTEM SYNTHESIS** key or key in the Speech Synthesis feature access code, **650**.
   Your **SPEECH SYNTHESIS** *key lights. The Speech Synthesizer announces. . . your key is programmed to . . . .*
   All programmed **SPEECH SYNTHESIS** *keys on the system light red, indicating that the feature is active elsewhere on the system.*
2. Press **REDIAL.**
3. Press the Personal Speed Call key.
   The Speech Synthesizer announces. . . your key is programmed to speed dial . .. followed by the Personal Speed Call number.

System Hold

This type of hold allows you to place internal or external calls on System Hold by pressing Hold. You can also place external calls on System Hold using the Call Park feature (refer to *Call Park* for more information). Other extension users can retrieve the call in the following ways:

- pressing your **Prime Line** key;
- pressing the appropriately programmed **DSS/BLF** or **LINE** key;
- dialling the Call Park Pick-up feature access code if placed on hold using Call Park (refer to *Call Park Pick-up* for more information).

OPERATION

Refer to *Call Park* for information on placing calls on hold using the Call Park feature.

To place a call on System Hold:

- Whilst in conversation with an established call, press **Hold**.
  The call is placed on hold.
  If the call, placed on hold, has a **DSS/BLF** *or* **LINE** *key, its icon flashes with held cadence and you hear dial tone.*
  If the call was placed on hold using **Hold**, *and there is no associated key, the call is held under the* **Prime Line** *key and its icon flashes with held cadence. You hear dial tone.*

To retrieve a held call:

- Whilst your extension is idle, press the **Prime Line** key or if the call has an associated **DSS/BLF** or **LINE** key, press this key.
  You are re-connected to the held party.

System Speed Call Numbers

Mitel Networks 3100 ICP provides a speed-dialling memory which can contain up to 1000 external numbers, each of which can have a maximum of twenty digits. An Administrator stores each number against a four-digit System Speed Call number and you can dial the stored numbers either by dialling the System Speed Call number or by storing the number under a personal key and pressing the key. System Speed Call numbers can only be set up and changed by an Administrator.

Note: Contact your Administrator for a list of System Speed Call numbers.

OPERATION

To dial an external call using a System Speed Call number:

- Dial the required System Speed Call number.

Three-Party Conference

This feature enables you to setup a conference call between three parties. The conference can consist of:

- three extension users;
- two extension users and an external caller;
- one extension user and two external callers.

Note: Contact your Administrator to check that your extension is set up to hold a conference call with two external parties.

OPERATION

To set up a three-party conference call:

1. Establish a connection with an extension user or external call.
2. Press the **Trans/Conf** command key and establish a connection with a third party.
3. Press the **Trans/Conf** command key.
   All three parties are connected.

To leave a three-party conference call:

- Replace your handset.
  The other parties in the conference remain connected.

To hold a private conversation with one party during in a three-party conference:

Note: This is only available to the originator of the conference call.

- Press **Trans/Conf** or press the associated **DSS/BLF** key, if programmed.
  You are connected to the chosen party and the other party hears silence, music on hold or tone.

Time and Date Announcement

This feature announces the current time in the form of the twelve-hour clock followed by the current date.

Note: This feature is available to all extensions on the system unless a Visually Impaired Operator extension is installed or Speech Synthesis is in use elsewhere on the system.

PROGRAMMING

Program a **TIME AND DATE** key as described under *Quick Key Programming.*

OPERATION

- Press the **TIME AND DATE** key or key in the Time and Date feature access code, **684**.
  The time and date are announced.

Who Am I?

This feature displays the number of your extension.

OPERATION

To discover your current extension's number:

- Dial the Who Am I? feature access code, **675**.
  The following message is displayed: THIS IS EXT xxxx
  After five seconds the extension number is removed from the display, and dial tone is returned.

ADMINISTRATOR FEATURES

Some features available on the system are only available to an Administrator; these features are described here.

Administrator External Listen

Note: The use of this feature may violate provincial, local, state and/or federal rules, regulations and/or statutes including, without limitation, criminal or privacy legislation. Retailer and customer are hereby warned to check local laws to ensure that the use of this feature does not contravene any such rules, regulations and/or statutes.

When you detect that a call between two parties has been in progress for a considerable time, pressing the **EXTERNAL LISTEN** key allows you to determine if conversation is taking place, or if the line has 'hung'. The original parties in the conversation are not aware of the intrusion.

PROGRAMMING

Program the **EXTERNAL LISTEN** key as described under *Quick Key Programming.*

OPERATION

To listen-in to an external call:

1. Press a flashing **LINE** key.
2. If busy tone is heard, press the **EXTERNAL LISTEN** key.
   Your **EXTERNAL LISTEN** *key icon flashes and the message EXTERNAL LISTENING is displayed.*
   If conversation is NOT taking place, press the **EXTERNAL LISTEN** *key again to terminate the call.*
   The call is cleared. You hear dial tone.
   If conversation is taking place, and you wish to stop listening in, replace your handset or press **Speaker** *if using your telephone handsfree.*

Note: If, during the intrusion, one of the original parties replaces their handset or presses their **Prime Line**, key the call ends and you hear dial tone.

Administrator Remote Alarm Calls

This feature allows you to set up an alarm (wake-up or reminder) call to ring at another extension at a specified time. The extension user must answer a ringing alarm call before they can continue with any other operation at their extension.

When an extension user receives an alarm call, the extension rings for upto 60 seconds (default) or until the call is answered. If the extension user does not answer the call within this time period, the extension rings again every two minutes (default); this process is repeated up to a maximum of ten times or until the alarm call is answered.

PROGRAMMING

Program the **REMOTE ALARM** key as described under *Quick Key Programming.* The **REMOTE ALARM** key can be saved without an extension number.

OPERATION

To set up a Remote Alarm Call (if you have a REMOTE ALARM key set up with an extension number):

1. Press the **REMOTE ALARM** key.
2. Enter the required time using the 24-hour clock.
3. Press the **Set** command key.
4. Press the **REMOTE ALARM** key again.

To set up a Remote Alarm Call (if your REMOTE ALARM key does NOT have an extension number stored):

1. Press the **REMOTE ALARM** key.
2. Enter the target extension number.
3. Enter the required time using the 24-hour clock.
4. Press the **Set** command key.
5. Press the **REMOTE ALARM** key again.

To cancel a Remote Alarm Call (if you have a REMOTE ALARM key set up with an extension number):

1. Press the **REMOTE ALARM** key.
2. Press the **Cancel** command key.
   The time displayed is replaced by NONE.
3. Press the **REMOTE ALARM** key again.

To cancel a Remote Alarm Call (if your REMOTE ALARM key does NOT have an extension number stored):

1. Press the **REMOTE ALARM** key.
2. Enter the target extension number.
3. Press the **Cancel** command key.
   The time displayed is replaced by NONE.
4. Press the **REMOTE ALARM** key again.

Night Service

Note: Placing the system into Night Service mode is only available from an Administrator Extension, however, an extension user can set up a **NIGHT SERVICE** key at their extension to monitor whether the system is in Day or Night Service mode.

This feature enables you to direct incoming external calls to an extension or a number of extensions which will be answered outside of normal working hours. During programming, the extension(s) which can answer these calls and the line(s) that can be answered are configured. There are two Night Service groups available, and extensions can be included in either or both groups.

Switching between Day Service and either of the Night Service modes can take place automatically at pre-defined times, via the **AUTOMATIC NIGHT SERVICE** key (Night Service 3), or be switched manually by pressing the pre-programmed **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key.

Each Night Service mode has an associated pick-up group, and when a night service mode is operating, incoming calls can be picked up by any extension user in the group. Refer to *Night Service Pick-up.*

PROGRAMMING

Program a **NIGHT SERVICE 1**, **2** or **3** key as described under *Quick Key Programming.*

OPERATION

To invoke Night Service 1 or 2 mode:

- Press the **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key.
  All calls are directed to the selected extensions at the times specified during programming. The corresponding **NIGHT SERVICE** *key icon displays along with the following message: NIGHT SERVICE x, where x indicates the Night Service mode.*

Note: Pressing the **NIGHT SERVICE** key again cancels Night Service; the system resumes normal day service.

To invoke Automatic Night Service mode:

- Press the AUTOMATIC **NIGHT SERVICE** key.
  When the system switches to Night Service mode at the pre-defined time, the relevant **NIGHT SERVICE** *key icon displays along with the following message:* **NIGHT SERVICE** *x, where x indicates the Night Service mode.*

To monitor whether the system is in Day or Night Service mode (available for all non-Administrator extension users):

- When the system moves into Night Service 1 or 2 mode the programmed **NIGHT SERVICE 1** or **NIGHT SERVICE 2** key icon displays along with the following message: **NIGHT SERVICE** x, where x indicates the Night Service mode.

Phonebook

This feature enables you to search for and access numbers stored in your Personal Directory and the System Directory. If you receive an incoming call from a person who you have an entry for in your Personal Directory or in the System Directory, the name attached to the incoming call is displayed instead of the telephone number.

The options available from the Phonebook are:

Personal Directory -- this directory is exclusive to your extension; within this directory you can create, edit and delete your private telephone numbers. Your Administrator or other extension users do not have access to this directory. After you have set up your entries, you can then search, edit and dial from this list;

System Directory -- this directory is created by your Administrator and you cannot edit or delete the entries. However, you can search and dial from this list;

List of Calls -- displays the last ten incoming numbers and the number of times that the number has called. If the incoming number cannot be displayed, for example, because the caller blocks the number, the number is not displayed in the list. Refer to *List of Calls* for more information;

Redial List -- displays the last ten external outgoing numbers and how many times they have been called. This is used in conjunction with the Redial List feature.

Controlling the System Directory

For each letter in the name, press the appropriate key on the keypad until the letter is displayed, for example, if the letter C is required, press the digit 2 three times. If the next letter in a name is on the same key as the previous letter, press the up or down arrow keys before proceeding. If required, use the right arrow key to add a space between the first and last name.

If you make a mistake when inputting the required name, press the **Opts** command key, and use the left arrwo key to move over the character you want to change and then dial the correct letter, or press the **DelDigit** command key.

Adding an Entry

To add an entry to the System Directory:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **No** command key until ADMINISTRATOR? is displayed.
3. Press the **Yes** command key.
4. Press the **Opts** command key.
5. Press the **Add** command key.
6. Key in the name to be displayed in the System Directory.
7. When complete, press the **EditNum** command key.
8. Key in the telephone number to be associated with the name.
   If you need to modify the name at this time, press the **EditName** *command key.*
   A pause for dial tone can be inserted in the stored number by pressing Hold at the appropriate point; this inserts a four second delay, for example, 1234P5678. The system dials 1234, waits four seconds, then dials 5678. If required, you can insert multiple pauses.
9. Press the **Opts** command key twice.
10. Press the **Save** command key to save the newly created name in your personal directory.

Editing an Entry

To edit an entry in the System Directory:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **No** command key until ADMINISTRATOR? is displayed.
3. Press the **Yes** command key.
4. Enter the name displayed in your personal directory that is to be modified.
5. Press the **Opts** command key.
6. Press the **Edit** command key.
7. Make your modifications.
8. Press the **Opts** command key.
9. Press the **Save** command key to save your changes.

Dialling from the System Directory

To dial a telephone number from the System Directory:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **Yes** command key.
   PERSONAL DIRECTORY? is displayed.
3. Press the **No** command key until SYSTEM DIRECTORY? is displayed.
4. Press the **Yes** command key.
5. Enter the name of the desired party using the keypad keys or arrow keys to scroll through the list of entries.
6. Press the **Call** command key to dial the displayed number.

Deleting an Entry

To delete an entry in the System Directory:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **No** command key until ADMINISTRATOR? is displayed.
3. Press the **Yes** command key.
4. Enter the name of the desired party using the keypad keys or the arrow keys to scroll through the list of entries.
5. Press the **Opts** command key twice.
6. Press the **Delete** command key.
   ENTRY DELETED is displayed if the deletion was successful.

Note: You must press **Exit** before the deleted entry is completely removed from the System Directory.

Using the System Directory

To dial a telephone number from the System Directory:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **Yes** command key.
   PERSONAL DIRECTORY? is displayed.
3. Press the **No** command key until SYSTEM DIRECTORY? is displayed.
4. Press the **Yes** command key.
5. Enter the name of the desired party using the keypad keys or the arrow keys to scroll through the list of entries.
6. Press the **Call** command key to dial the displayed number.

Redial List

This option lists the last ten external outgoing numbers from your extension. This option is used with Redial List, refer to *Redial List* for more information. When this option is chosen, and you have an entry displayed, you are given the following options:
Dial -- to call the displayed entry;
Date/Time -- displays the date and time of the call and how many times that number has been called;
Edit -- allows you to edit the currently displayed entry;
Delete -- allows you to delete currently displayed entry;
Exit -- returns you to the previous menu.

To display the most recent incoming call:

1. Press **SETTINGS**.
   PHONEBOOK? is displayed.
2. Press the **No** command key until LIST OF CALLS? is displayed.
3. Press the **Yes** command key.
   The most recent incoming call is displayed.
4. Use the arrow keys to scroll through the list of entries.
5. When you have selected the required entry, press the **Opts** command key to move to the desired option, as shown above.

Time and Date Change

The date and time displayed on the system's extensions can be modified from an Administrator Extension as described below, or via Administrator programming.

The time format (12- or 24-hour) can also be set using the Administrator Extension or the System Tool but not the Group Administration Tool.

OPERATION

To set the time format:

1. Press **SETTINGS**.
2. Press the **No** command key repeatedly until CLOCK MODE is displayed.
3. Select 12- or 24-hour.
4. Press **SETTINGS** to end programming.

To set the time:

1. Enter the Time Change feature access code, **655**.
2. Enter the required time in the appropriate format.

To set the date:

1. Enter the Date Change feature access code, **656**.
2. Enter the date in the format: DDMMYYYY.

Visually Impaired Operator (VIO)

The 5140 IP Appliance can be set up to be used by a Visually Impaired Operator (VIO). Speech synthesized messages are used to identify incoming calls which the Operator can deal with accordingly.

PROGRAMMING

Program the **VIO** key as described under *Quick Key Programming.*

OPERATION

1. Press the **VIO** key or dial the Visually Impaired Operator feature access code, **681**.
   The extension is now set up for use by a Visually Impaired Operator.
   Speech Synthesis is disabled at all other extensions on the system. All programmed **SPEECH SYNTHESIS** *keys, throughout the system, light red, indicating that the feature is unavailable.*

Repeatedly pressing the VIO key or dialling the feature access code, **681**, toggles between VIO mode and sighted-Operator mode.

USING THE APPLICATIONS

Personal Directory

The Personal Directory provides easy access to your personal address book. The main screen of the directory is your control center for all personal call management. From this screen, you can perform searches, make a call, add a new entry, and view entry details.

To access the Personal Directory:

- Press **PERSONAL DIRECTORY**.

To answer calls whilst in the Personal Directory or to exit the directory:

- Press **PHONE VIEW**.

To search the directory:

- Press an Index quick key corresponding to the first letter of person's last name.
  -OR-
- Press the **Search** command key, enter the first few letters of the person's name using the dialpad keys, and then press **Search Now** or **OK**.

Note: To delete a letter, press the left arrow key. To add a space, press the right arrow key.

To delete a directory entry:

- Use the Desktop Tool to delete entries in your Personal Directory.

Corporate Directory

The Corporate Directory is created and maintained by your System Administrator. From the Corporate Directory screen, you can perform searches, make a call, and view details on entries in the directory.

To access the Corporate Directory:

1. Press **ONLINE SERVICES**.
2. Press **Corporate Directory**.

To answer calls whilst in the Corporate Directory or to exit the directory:

- Press **PHONE VIEW**.

To search the directory:

- Press an **Index** quick key corresponding to the first letter of the person's last name.
  -OR-
- Press the **Search** command key, enter the first few letters of the person's name using the dialpad keys, and then press **Search Now** or **OK**.

Note: To move backwards and delete a letter, press the left navigation key. To move forward, press the right navigation key.

Call Logs

Call Logs tracks up to 60 of your incoming, outgoing, and missed calls. It provides the name of each called or calling party, the date and time of the call, the phone number, call duration, and the number of calls to or from that particular party.

To access Call Logs:

- Press **CALL LOGS**.

To delete a log entry:

1. In one of the Call Log screens, press the quick key associated with the entry you want to delete.
2. Do one of the following:
   - To delete an entire entry, press the **Delete Item** command key.
   - To delete all entries from the Call Log screen, press the **Delete All** command key twice.

Note: If you choose to Delete All, skip step 1.

To exit Call Logs:

- Press **PHONE VIEW**.

To make an external call from Call Logs:

1. In the Incoming or Missed Calls screen, press the **Add Prefix to Number** command key.
2. In the first Number to dial field, enter the appropriate prefix.
3. In the second Number to dial field, enter the rest of the phone number.
4. Press the **Dial** command key.

Speed Dials

Speed Dials is an application that allows access to a list of phone numbers that you can dial with one or two key presses. You can program numbers into the list either through the phone or by using the Desktop Tool.

To make a Speed Dial call:

Do one of the following:

- In the idle screen, press a quick key associated with a speed call you have programmed through the phone. For programming instructions, refer to *Quick Key Programming.*
- Press **SPEED DIALS**, and then press a quick key associated with a speed call you have programmed through the Desktop Tool.
  Use the command keys to display additional pages of numbers (if programmed).

To exit Speed Dials:

- Press **PHONE VIEW**.

Bookmarks

Bookmarks is an application that allows quick access to a list of URLs (i.e., Internet addresses). You use the Desktop Tool to program the URLs you want to access.

To access Bookmarks:

- Press **BOOKMARKS**.

Note: You cannot make calls whilst you are using Bookmarks.

To view a web page:

1. Access Bookmarks.
2. In the Bookmarks main screen, press the quick key associated with the web page you want to view.

Note: Use the Desktop Tool to program personal URLs that will be accessed by pressing the associated quick keys.

To exit Bookmarks:

- Press **PHONE VIEW**.

Online Services

Online Services provides access to applications and information programmed by your System Administrator for your use. Online Services can include meeting room bookings, company news and events, and company stock quotes.

To access Online Services:

- Press **ONLINE SERVICES**, and then press the quick key associated with the service you want to use.

Note: You cannot make calls whilst you are using Online Services.

To exit Online Services:

- Press **PHONE VIEW**.

Mitel Networks IrDA Module

The Mitel Networks IrDA (Infrared Display Adapter) Module provides a wireless connection between Mitel Networks' IP-based ICP and the Palm Handheld Personal Digital Assistant (PDA).

The IrDA Module's Dial by Address Book (DBAB) application enhances the PDA's existing Address Book function by enabling PDA users to select a stored phone number and dial it directly from the PDA. To place a call, point the PDA at the infrared transceiver lens on the 5140 IP Appliance, and then select the PDA's caller identification feature.

The IrDA Module's Telephony Features Integration (TFI) application gives your PDA access to the telephony features available on the 5140 IP Appliance. Through this application, you can create "soft" buttons on your PDA that, when activated, emulate the buttons on your 5140 IP Appliance.

For more information on using the IrDA Module and PDA, refer to the Mitel Networks IrDA Module technical documentation.

To launch DBAB:

- From the PDA's main window, tap the Dial by AB icon.

To launch TFI:

- From the PDA's main window, tap the TFI icon.

Note: The first time you launch the TFI application, you will be requested to enter your phone extension number in the TFI Preferences window.

Speech Recognition

Speech Recognition is an optional feature that allows you to interact with the system using your voice. With Speech Recognition, you can call people by saying their name and interact with the voice mail system using spoken commands. You can take a tutorial from your phone to learn the basics of using Speech Recognition. A user guide is available if you need more assistance. Ask your System Administrator for a copy of the guide.

Do one of the following.

- Lift the handset, and then press **SPEECH RECOGNITION**.
- Press **SPEECH RECOGNITION**.

USING VISUAL VOICE MAIL

Visual Voice Mail is an application that allows you to visually interact with the voice mail system.

Before you can use voice mail, you must first set up your mailbox.

To set up your mailbox:

1. Press **VOICE MAIL**.
2. Enter the default passcode (999).
3. Press the **Login** command key or **OK**.
4. Follow the on-screen instructions to create your personal passcode and to record your name and greeting.

You can change your mailbox set up at any time by using the **User Options** command on the main voice mail screen. See *Changing your Greetings, Name and Passcode* for details.

To access your mailbox (or other mailboxes on the system):

1. Press **VOICE MAIL**.
2. Do one of the following:
   - To access your mailbox, enter your passcode.
   - To access another mailbox, enter the mailbox number and passcode.
3. Press the **Login** command key or **OK**.

To exit your mailbox:

1. Press the **More Choices** command key.
2. Press the **Log Out** command key.

To access your mailbox whilst on a call:

- Put the call on Hold, and then press **VOICE MAIL.**

To exit the Visual Voice Mail application to make or answer a call:

- Press **PHONE VIEW.**

About the Voice Mail main screen

The Voice Mail main screen contains a chronological list of the voice messages in your mailbox, with the most recent message listed first. By default, the first message is selected when the main screen opens. You can scroll through the messages by using the Navigation keys. Messages are marked in the following ways:

Marker	**Type of Message**
Bold text	New (never played)
! (exclamation mark)	Urgent
🔒	Confidential (cannot be forwarded)
🖂	Receipt confirmation (For messages sent by you. To determine who has listened to your message, select it, then press the Play command key.)
🖂	Want receipt confirmation (For messages sent to you)

Sorting Messages

By default, messages display in the order in which they were received from most to least recent. You can re-sort your messages to display,

- new messages first, and then the saved messages,
- alphabetically according to the sender's name with unknown callers listed at the end,
- urgent messages first followed by non-urgent messages.

To re-sort messages (applies to current voice mail session only):

1. From the Voice Mail main screen, press the **More Choices** command key repeatedly, until **Sort Options** appears.
2. Press the **Sort Options** command key.
3. Select a sort option using the Navigation keys.
4. Press the **Done** command key to go back to the Voice Mail main screen.

Playing messages

To play messages:

1. Access your mailbox.
2. Use the Navigation keys to select the message that you want to play.
3. Press the **Play** command key.

Whilst listening to a Message you can press

⏭	to skip to the end of message
⏩	to fast forward five seconds
⏪	to rewind five seconds
⏮	go to the beginning of message

After listening to a message you can press

Play Message	to play the message again
Dial Sender	to call the message sender. When calling outside the system, include the prefix code (usually "9") if one is required to access an external line.
Mark as Saved	to keep the message. Once a message is marked as Saved, it no longer appears as a new message (i.e. bold). Messages, whether played or not, will appear as new until you mark them as Saved.
Forward Message	to send the message to one or more mailboxes.
Delete	discard the message.
Make a New Message	to send to one or more mailboxes.
Reply	to respond with a message to the sender.

Making and Replying to Messages

To reply to a message:

1. Use the Navigation keys to select the message to which you want to reply.
2. Press the **Reply** command key.
3. Press the **Record a Reply** command key.
4. Record your message (see **Recording Options** below).
5. (Optional) Press the **Add Recipients** command key to send the reply to other mailboxes in addition to the sender's (see **Addressing Options** below).
6. Specify Delivery options if required (see **Delivery Options** below).
7. Press the **Send** command key to send the message.

To make a new message:

1. Access your mailbox.
2. Press the **More Choices** command key.
3. Press the **Make a New Message** command key.
4. Press the **Record New Message** command key.
5. Record your message (see *Recording Options* below).
6. Enter one or more recipients (see *Addressing Options* below).
7. Specify Delivery options if required (see *Delivery Options* below).
8. Press the **Send** command key to send the message.

Recording Options

The following quick keys and command keys are available during recording:

Press this key	**to**
●	start recording (can be used instead of Record New Message or Record a Reply command key)
❚❚	pause recording
■	stop recording
▶	resume a paused recording or replay a completed recording
Append	add to your recorded message
Accept	proceed with sending your message
Cancel	stop recording and discard the message

Delivery Options

Press this key	**to**
Urgent	place the message first in the destination mailbox(es)
Confidential	prevent the recepient(s) of your message from forwarding it
Confirm Receipt	request notification that your message has been heard

Addressing Options

You can specify recipients for your messages by entering mailbox numbers, selecting mailbox owners by name, or by using a distribution list.

To address messages by	Do this
Mailbox numbers	• Enter the mailbox number, and then click the **Add Mailbox to Recipients List** command key. • Repeat for each additional recipient. • Press the **Done** command key after the last recipient has been entered.
Name	• Press the **Add From Voice Mail Directory** command key. • Locate the mailbox owner using the Navigation keys, the quick keys on the right, or the **Search** command. • Press the **Done** command key. • Repeat for each additional recipient.
Distribution list	• Press the **Add Distribution List** command key. • Use the Navigation keys to select a list. • Press the **Add/Remove** command key. • Repeat for each additional recipient. • Press the **Done** command key after the last list has been added.

Recording Memos

To record a memo to yourself:

1. Access your mailbox.
2. Press the **More Choices** command key repeatedly until **Record Memo** appears.
3. Press the **Record Memo** command key.
4. Press ● to start recording. (See the previous page for recording options.)
5. Press the **Done** command key.
6. Press the **Log Out** command key.

Creating Distribution Lists

You can have up to five personal distribution lists, numbered 05 to 09, each containing a group of mailbox numbers. Distribution lists 01 through 04 are set up by the System Administrator for everyone's use.

To create a distribution list:

1. Access your mailbox.
2. Press the More Choices command key repeatedly until **Edit Personal Distribution Lists** appears.
3. Use the Navigation keys to select the list to which you want mailboxes added.
4. Press the **Edit** command key.
5. Add mailboxes to the list in either of the following ways:
   - Enter a mailbox number, and then press the **Add Mailbox to Distribution List** command key.
   - Press the **Add From Voice Mail Directory** command key, and then select the user by name.
6. Repeat step 5 for each mailbox that you want to add to your list.
7. Press the **Done** command key.

Note: You can also use the Desktop Tool to set up your personal distribution lists.

Changing your Greetings, Name and Passcode

When you first set up your mailbox you recorded a greeting and your name and selected a passcode. The User Options menu allows you to change these at any time.

There are two types of mailbox greetings: "permanent" and "temporary". You record the permanent greeting when you first set up your mailbox the first time. If there is no temporary greeting, callers accessing your mailbox will hear the permanent greeting. A permanent greeting cannot be very specific because it is worded to cover all situations. To address specific situations such as absences due to travel or vacation, create a temporary greeting that will last for only a specified number of days.

To change your greetings, name or passcode:

1. Access your mailbox.
2. Press the **More Choices** command key repeatedly until **User Options** appears.
3. Press the **User Options** command key.
4. Proceed with recording your greetings or changing your name or passcode. (Use the **Help** command key if you need more information.)

FEATURE ACCESS CODES

Follow Me	641
Account Codes	665
Alarm Calls	668
Alarm Call Cancel	669
Call Park Pick-up	660
Directed Call Pick-up	677
Do Not Disturb (DND)	608
Extension Paging	644
External Call Waiting	687
Remote Call Forward	688
Cancel Divert	617
Follow Me (I'm Here)	626
Group Call Pick-Up	666
Last Call Duration Display	663
Last Number Redial	600
Cancel Message Waiting	628
Directed Message Waiting	673
Message Waiting	643
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PIN Codes	678
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